



**ENERGY
MATRIX
GROUP**

MARCH 2026

Complaints and Dispute Handling

Guideline

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Document Control Information

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Role	Title	Date
Owner	Compliance Manager	March 2026
Reviewer	General Counsel	March 2026
Approver	Chief Executive Officer	March 2026

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Allan McDougall
Chief Executive Officer

Dated 02/04/2026

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1. OUR COMMITMENT

Energy Matrix Group Pty Ltd (EMG) is committed to addressing issues and complaints raised by its customers and the community in a transparent, positive and constructive way. Any issue or complaint raised with the company will be treated in confidence, in a fair manner and with courtesy. Your privacy will be maintained at all times in accordance with our Privacy Policy, which is available in short form on our website. EMG will not charge a fee for raising an issue or making a complaint.

2. HOW TO MAKE A COMPLAINT

If you have a contract with EMG, all issues, complaints or disputes should be raised directly with your Account Manager.

For all other enquiries, please contact EMG's CEO.

CEO
Level 8, 10 Queen Street
Melbourne VICTORIA 3000
enquiries@energymatrix.com.au
Phone: (03) 9614 8489

OR

CEO
Level 6, 186 St Georges Terrace
Perth WA 6000
enquiries@energymatrix.com.au
Phone: (08) 9228 1930

3. HOW WE HANDLE COMPLAINTS AND DISPUTES

If you are an EMG customer and your complaint is a dispute covered by your contract, the dispute resolution process in your contract will be followed. Please contact your Account Manager if you have any queries about this process.

If your complaint relates to another organisation (e.g. gas distributor), we will endeavour to advise you who to contact.

In all other cases, the following process will apply.

1. We will acknowledge your complaint in writing (by email or post). We will do this as quickly as possible, but at least within 5 business days of receiving your complaint.
2. If we need any further information to resolve your complaint, we will contact you via your preferred form of communication (see below You decide how we keep you informed).
3. We will respond to your complaint advising you of the outcome and the reasons for our decision. We will endeavour to resolve your complaint within 20 business days of receiving it. Where this is not possible, we will contact you to advise why we are unable to meet the 20 business day timeframe and discuss how best to resolve your complaint.

If you are not satisfied with our response, you may request a review of our decision by a Director of EMG. You can do this by contacting the CEO, after the process above has been completed, using the contact details set out above. A Director of the company will review your complaint and our response as soon as possible, following the process outlined above.

4. YOU DECIDE HOW WE KEEP YOU INFORMED

We will use all reasonable endeavours to keep you informed on the progress of your complaint via the means that you prefer (i.e. email, telephone or post). You can indicate your preferred approach when you complete our Complaint Form. In some cases, it is important that we provide information to you in writing, which is why we ask that you provide either an email or postal address.



**ENERGY
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Contact us

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